GOVERNMENT OF INDIA
HEALTH AND FAMILY WELFARE
LOK SABHA

UNSTARRED QUESTION NO:2096
ANSWERED ON:06.05.2016
Complaints against CGHS
Rathwa Shri Ramsinh Patalyabhai

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether the Government has received any complaints regarding, inadequate facilities, shortage of staff and delay in providing healthcare by CGHS dispensaries;

(b) if so, the details thereof, State/ UT-wise including Gujarat; and

(c) the action taken by the Government thereon?

Answer

THE MINISTER OF HEALTH AND FAMILY WELFARE
(SHRI JAGAT PRAKASH NADDA)
(a) & (b): There are some complaints of inadequate facilities such as hygiene, availability of medicines etc. and delay in providing health care due to punctuality and shortage of staff.
(c): Following steps have been taken by the Government thereon:

(i) As an interim measure retired doctors are engaged on contract basis against vacant posts of Medical Officers. Additional directors have taken steps to fill up the vacant posts of other staff on contract basis.
(ii) To improve the attendance of Staff Aadhar based Biometric attendance system has been installed in Delhi and NCR and it has been decided to install the same in other cities
(iii) Cleaning and Housekeeping services are outsourced to improve the cleanliness and hygiene at CGHS Wellness Centres.
(iv) Medical Stores Organization has issued e-tender for procurement of Generic medicines so that the availability of medicines at Wellness Centres is ensured.

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